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QUESTION 1

Impacted services for alerts are calculated using data from which table?

- A. cmdb_ci_hardware
- B. em_impacted_svc
- C. cmdb_ci_rei
- D. svc_ci_assoc

Correct Answer: D

QUESTION 2

What ServiceNow feature would you configure to process incoming email to create events?

- A. Transforms
- B. Inbound actions
- C. Event processing jobs
- D. Event Filter
- E. Event field mapping

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/t_EMConfigureEmailConnector.html

QUESTION 3

What Event Management module allows for configuration of automatic task creation?

- A. Alert management rules
- B. Task rules
- C. Event rules
- D. Alert correlation rules

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/newyork-it-operations-management/page/product/event-management/task/create-alert-management-rule.html>

QUESTION 4

Which two methods can be used to improve the processing of events in large network environments? (Choose two.)

- A. Enable multi-node processing
- B. Increase the source polling interval
- C. Ensure the bucket value in the event table is greater than 0
- D. Increase the number of scheduled jobs processing events

Correct Answer: AD

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r_EMBestPractice.html

QUESTION 5

In the event table, which field maps the external attributes from the target system?

- A. Resource
- B. Description
- C. Source
- D. Additional Information

Correct Answer: D

Source contains just source name (ex. "SolarWinds"). Additional Information contains JSON string that gives more information about the event. https://docs.servicenow.com/bundle/utah-it-operations-management/page/product/event-management/concept/c_EMIntegrateRequirementEvent.html

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